

Mental Health Ombudsman Office Mission Statement



To create a bridge between the Mental Health Plan system and individuals, family members, or friends of those in need of mental health services by providing information and assistance to help people find their way through the mental health system.

How do I contact the State Mental Health Ombudsman Office?

Phone:

(800) 896-4042—Toll Free (California Only)
(800) 896-2512-TYY
(916) 654-3890

Fax: (916) 653-9194

E-mail: Ombudsman@dmh.ca.gov

**1600 9th Street
Sacramento, CA 95814**

For more information on
Ombudsman Services visit:
www.dmh.ca.gov/Ombudsman_Services

For information about the
Department of Mental Health visit:
www.dmh.ca.gov

Are you in Crisis?
Please Call 1-800-273-TALK (8255)
The National Suicide Prevention Lifeline

To contact local county mental health office:
www.dmh.ca.gov/docs/CMHDA.pdf



Ombudsman Services



Providing help with
your specialty mental
health services

The Ombudsman Office provides the following quality services:

Toll-free information line:

- Monday-Friday from 8:00 a.m. to 5:00 p.m. (except state holidays)
- Toll Free Line: (800) 896- 4042
- TTY: (800) 896-2512



Addressing inquiries & connecting you to information:

- Whether you reside in California or live out-of-state, the Ombudsman Office can help answer inquiries regarding specialty mental health services via telephone, e-mail correspondence, and mail during scheduled office hours.
- Help direct you to resource and referral information regarding specialty mental health services.
- Get consumers of mental health connected with the appropriate personnel or agency.
- Provide service to non-English speaking callers via the AT&T language line.

Who can use Ombudsman services?

- Individuals or family members and friends of individuals who are receiving —OR— trying to access specialty mental health services.
- Medi-Cal beneficiaries and non-Medi-Cal eligible consumers of specialty mental health services.
- Professionals assisting individuals or family members and friends of individuals in accessing specialty mental health services.
- Persons needing assistance, information, and resources on specialty mental health services at the local, state, and national level.
- Persons seeking information on advocacy and patients' rights resources.

What are specialty mental health services?

Rehabilitative mental health services include:

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| * Mental health, psychiatry, and psychology | * Crisis residential treatment |
| * Medication support | * Psychiatric health facilities |
| * Day treatment, intensive | * Psychiatric inpatient hospitals |
| * Day rehabilitation | * Targeted case management |
| * Crisis intervention and stabilization | * EPSDT supplemental specialty mental health |
| * Adult residential treatment | * Psychiatric nursing facilities. |

How can the Ombudsman Office help you?

- Assist you with navigating the Medi-Cal specialty mental health managed care system.
- Help you find information in order to access appropriate specialty mental health services.
- Answer questions about your specialty Medi-Cal mental health services.
- Address concerns or grievances about specialty mental health services.
- Connect you with local resources in your county who can help you access specialty mental health services.
- Connect you with consumers' rights advocates for mental health services.
- Inform you of your rights as a mental health consumer.

